

Fig. 1



PRODUCING DOCUMENT INFORMATION FOR PRINTING DOCUMENTS

STORING A PREFERRED DOCUMENT DELIVERY OPTION FOR EACH POTENTIAL DOCUMENT RECIPIENT

ACCEPTING REQUESTS TO PRINT SELECTED DOCUMENTS

DETERMINING WHETHER TO PROCESS A DOCUMENT FOR ELECTRONIC OR NON-ELECTRONIC DELIVERY BASED UPON THE DOCUMENT DELIVERY OPTION STORED FOR EACH DOCUMENT RECIPIENT

PRINTING DOCUMENTS ACCEPTED FOR PAPER DELIVERY

ELECTRONICALLY DELIVERING DOCUMENTS ACCEPTED FOR ELECTRONIC DELIVERY

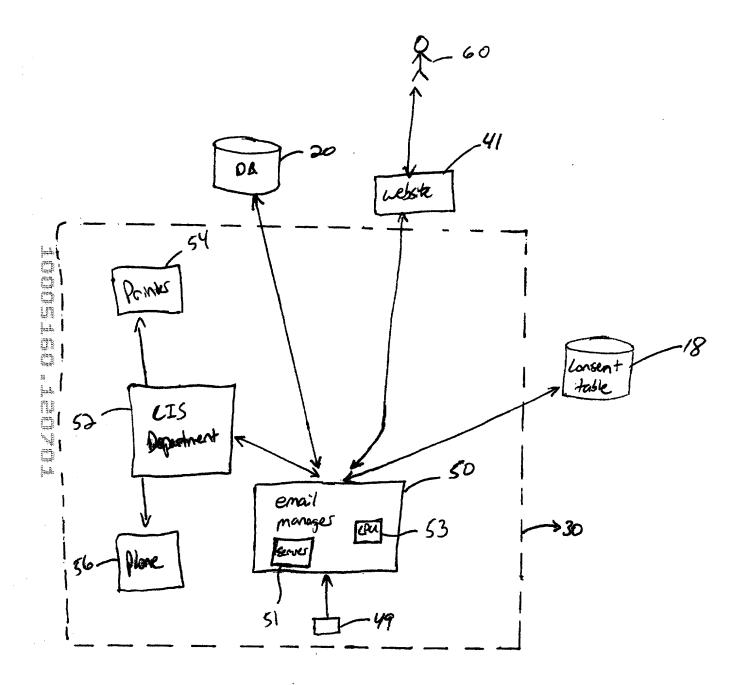


Fig. 3



RECEIVING A FAILED EMAIL NOTICE 30

CHANGING THE SELECTED DELIVERY OPTION FOR THE INTENDED RECIPIENT OF THE FAILED EMAIL SO THAT THE INTENDED RECIPIENT WILL NO LONGER RECEIVE DOCUMENTS ELECTRONICALLY

EXTRACTING IDENTIFYING EMAIL DATA FIELDS FROM SAID FAILÉD EMAIL NOTICE AND RETRIEVING THE NAME AND ADDRESS DATA FIELDS BASED ON THE EXTRACTED DATA FIELDS.

PROVIDING WRITTEN NOTICE TO THE INTENDED RECIPIENT

PROVIDING INTERNET ACCESS FOR INTENDED RECIPIENTS TO CORRECT FAILED EMAIL ADDRESSES AND TO VIEW DOCUMENT DATA ON-LINE